

PROSPECTS 5.0 Industry 5.0 Wiki

Did You Know Series

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| Partner | : GTW Bearings s. r. o. (GTW) |
| Author | : Menclová Lucie |

Companies must balance economic results and social roles

Nowadays, customers expect continuous improvement of products and services in an increasingly competitive market. From the point of view of enterprises, not only the economic result becomes important, but also the demonstration of the organization's social role and the way it treats both consumers (external customers) and employees (internal customers). Their awareness means that companies must listen to the preferences and tastes of customers and their changing lifestyles.

Source: M. Abouhawwash, J. Rosak-Szyrocka, and S. K. Gupta, *Aspects of Quality Management in Value Creating in the Industry 5.0 Way*, 1st ed. Boca Raton: CRC Press, 2024. doi: 10.1201/9781032677040. Available: <https://www.taylorfrancis.com/books/9781032677040>. [Accessed: Oct. 17, 2024]



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